

Case Study: Kowa Pharmaceutical AG – Communication Skills Training Success Story

theknowledgeacademy



Daniele Novara

Senior Clinical Oversight Manager
Kowa Pharmaceutical AG

Why?

Daniele Novara, a Senior Clinical Oversight Manager at Kowa Pharmaceutical AG, wanted to **strengthen his communication skills** to enhance collaboration across teams. His goal was to deliver messages more effectively, engage stakeholders with greater clarity, and improve his ability to influence discussions within a professional environment.

Solution

Daniele chose **The Knowledge Academy** for its strong reputation and completed the Effective Communication Skills course to strengthen his professional communication abilities. He appreciated the course's structured learning design, practical focus on real-world scenarios, and the **flexibility of scheduling**, which helped him fit the training into his work commitments.

Experience

Daniele described his overall experience as **excellent**. He rated the training **9 out of 10**, highlighting that the course was well-organised, interactive, and highly relevant to his daily responsibilities. He shared that the **trainer exceeded expectations** by being knowledgeable, engaging, and offering clear, actionable insights that helped translate communication concepts into real-world application.

Outcome

The training **strengthened Daniele's communication abilities**, enabling him to express ideas with greater clarity and confidence. He noted improvements in team collaboration, active listening, and conflict resolution, which have already contributed to more productive discussions and stronger working relationships across teams.

Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Smooth and efficient

Client Testimonial



Daniele Novara

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“My overall experience was excellent, and the course was both interactive and relevant to my daily work. The trainer provided clear, actionable insights that significantly improved how I communicate and collaborate. Overall, I would highly recommend The Knowledge Academy for its high-quality, practical courses led by professional trainers.”